PAKISTAN MEDICAL & DENTAL COUNCIL

Islamabad, Pakistan

REQUEST FOR PROPOSAL (RFP)

FOR

CLOUD SERVER HOSTING SERVICES

&

ENTERPRISE EMAIL SOLUTION

Reference	Detail
Tender Type	Single Stage — Two Envelope Procedure
Procuring Agency	Pakistan Medical & Dental Council (PM&DC), Islamabad

Procurement conducted in accordance with the Public Procurement Regulatory Authority (PPRA) Rules, 2026

TABLE OF CONTENTS

TENDER NOTICE 4
RFP SCHEDULE 5
EXECUTIVE SUMMARY 6
SECTION I: PROJECT OVERVIEW AND SCOPE OF WORK 7
1. Background 7
2. Scope of Work 7
3. Contract Duration 7
SECTION II: TECHNICAL REQUIREMENTS AND SPECIFICATIONS 8
Lot 1: Cloud Hosting Requirements 8
Lot 2: Email Solution Requirements 8
Cloud Platform Requirements 10
Security & Compliance Requirements 11
Service Management Requirements 12
Performance & Availability Requirements 12
SECTION III: ELIGIBILITY CRITERIA AND VENDOR QUALIFICATIONS 13
1. Mandatory Eligibility Criteria 13
2. Technical Evaluation Criteria — Lot 1 (Cloud Hosting) 13
3. Evaluation Criteria — Lot 2 (Email Solution) 14
4. Overall Project Evaluation Weightage 14
SECTION IV: SERVICE LEVEL AGREEMENTS (SLAs) 15
1. Availability SLAs 15
2. Support SLAs 15
3. Disaster Recovery SLAs 15
4. SLA Monitoring, Reporting, Credits & Penalties 16
SECTION V: SUBMISSION REQUIREMENTS AND PROCEDURES 17
1. Bidding Procedure 17
2. Technical Proposal Requirements 17
3. Financial Proposal Requirements 17
4. Tender Fee and Earnest Money 18
5. Submission Details 18
SECTION VI: EVALUATION PROCESS AND AWARD CRITERIA 19
1. Technical Evaluation Process 19
2. Financial Evaluation 19
3. Award Criteria 19
SECTION VII: COMMERCIAL TERMS AND CONDITIONS 21

1. Pricing and Payment Terms 21
2. Contract Duration and Renewal 21
3. Trial and Proof of Concept 21
4. Support and Maintenance Terms 21
SECTION VIII: SPECIAL CONDITIONS AND REQUIREMENTS 23
1. Data Residency and Compliance 23
2. Security and Access Requirements 23
3. Migration and Transition 23
4. Performance and Quality Assurance 23
5. Selection and Deployment of Virtual Machines 24
SECTION IX: CONTRACT CONDITIONS AND LEGAL TERMS 25
1. Penalties and Liquidated Damages 25
2. Intellectual Property and Confidentiality 25
3. Dispute Resolution and Governing Law 25
SECTION X: ANNEXURES AND FORMS 26
Annexure-A: Mandatory Eligibility Criteria Checklist 26
Annexure-B: Technical Compliance Sheet 27
Annexure-C: Company Profile Template 30
Annexure-D: Certification Requirements 30
Annexure-E: Service Level Agreement Commitment Form 31
Annexure-F: Pricing Schedule 32
Annexure-G: Commercial Terms Acceptance Form 33
Annexure-H: Declaration and Undertaking 34
MANDATORY COMPLIANCE CLAUSES — CONSOLIDATED SUMMARY 35
GENERAL TERMS AND CONDITIONS 37
Important Notes and Disclaimers 37

Note: This Table of Contents updates automatically in Microsoft Word — right-click and select "Update Field" after opening the document.

TENDER NOTICE

Pakistan Medical & Dental Council (PM&DC) invites sealed bids from Original Manufacturers, Authorized Distributors (holding a valid Authorization/Distribution Certificate), or Suppliers who are registered with the Income Tax and Sales Tax Departments and appear on the Active Taxpayers List (ATL) of the Federal Board of Revenue (FBR), for the item described below .

#	Item Description	Earnest Money (Refundable)
1	Request for Proposal (RFP) for Cloud Server Hosting Services & Enterprise Email Solution for a One/Three-Year Agreement. Full specifications are provided in the Tender Documents / RFP / BOQ.	Rs. 500,000/-

1. Tenderers are required to quote / offer their most competitive and best discounted rate against the requirements of this tender.
2. Tender Documents containing the detailed terms, conditions, and specifications are available on the PM&DC website (pmdc.pk) and on the PPRA e-Procurement portal (EPADS) at https://eprocure.gov.pk only. PM&DC Islamabad will follow the PPRA Single Stage – Two Envelope procedure.
3. Tender Documents must be accompanied by the Earnest Money (refundable) in the form of Demand Draft / Banker's Cheque / Pay Order in favor of "PM&DC, Islamabad".
4. Bids must be prepared strictly in accordance with the instructions contained in the bidding documents and must be submitted through PPRA EPADS on or before the bid submission deadline. Queries regarding procurement or technical matters may be directed to the contacts below.

Query Type	Contact Person	Designation	Contact
Procurement / Tender Documents	Imran Zafar	Procurement Officer	Ph: 051-9190000
Technical (Cloud/Infrastructure)	Naveed Zafar	Software Engineer	—
Technical (Systems)	Haroon Ur Rashid	System Administrator	—

5. Bids received on EPADS on or before the notified closing date and time (10:30 A.M.) will be opened the same day at 11:00 A.M. by the Procurement Committee, at the PM&DC office address, in the presence of bidders or their authorized representatives who wish to attend.
6. PM&DC reserves the right to accept or reject any or all bids in terms of Rule 45 of the Public Procurement Rules, 2026.

RFP SCHEDULE

Particular	Detail
Name of Organization	Pakistan Medical & Dental Council (PM&DC), Islamabad
Tender Type	Single Stage, Two Envelope
Tender Category	Services
Type / Form of Contract	Request for Proposal (RFP) for Cloud Server Hosting Services & Enterprise Email Solution — One Year Agreement (extendable)
Is Multi-Currency Allowed	No — Pakistani Rupees (PKR) only
Pre-Bid Meeting	30th November, 2026 @ 11:00 A.M
Tender End / Closing Date	8th December, 2026 @ 10:30 A.M.
Date & Time of Opening of Technical Bids	8th December, 2026 @ 11:00 A.M.
Earnest Money Deposit	Rs. 500,000/- (or as specified against total bid value)
Bid Validity Period	90 days from the date of bid opening
Address for Communication	PM&DC Head Office address, G-10/4, Islamabad

Note: Fields shown in brackets are placeholders pending confirmation by PM&DC prior to publication of the final RFP.

EXECUTIVE SUMMARY

Pakistan Medical & Dental Council (PM&DC), Islamabad, invites sealed bids from qualified and experienced Cloud Service Providers (CSPs) for the provision of Cloud Server Hosting Services and an Enterprise Email Solution, in accordance with the specifications set out in this Request for Proposal (RFP).

PM&DC intends to procure a secure, scalable, reliable, and cost-effective cloud infrastructure, together with a comprehensive enterprise email solution, to support its critical business applications, databases, web hosting services, and official communication requirements. The proposed solution shall provide multiple virtual machines with the required computing resources, in addition to a centralized email platform capable of managing multiple domains, users, and departments.

The enterprise email solution must support industry-standard email protocols (SMTP, POP3, and IMAP), secure webmail and mobile access, SMTP relay services, centralized administration, advanced security controls, monitoring and reporting, and predictable licensing to ensure efficient, secure, and uninterrupted communication across the organization.

The selected service provider must demonstrate proven expertise in delivering enterprise-grade cloud and email solutions, maintain Tier-III (or higher) certified data center facilities within Pakistan, and provide 24×7×365 technical support backed by comprehensive Service Level Agreements (SLAs). The proposed solution shall comply with all applicable Pakistani regulatory requirements, cybersecurity best practices, and PPRA Rules, ensuring high availability, business continuity, data security, and operational excellence.

SECTION I: PROJECT OVERVIEW AND SCOPE OF WORK

1. Background

PM&DC, as a leading public-sector regulatory organization, requires a robust, scalable, and secure cloud hosting infrastructure to support its ongoing digital transformation initiatives. The organization currently operates multiple IT systems, online portals, APIs, and services, and therefore needs a reliable cloud hosting partner to ensure business continuity, enhance system performance, and deliver a cost-effective, value-driven hosting solution.

2. Scope of Work

The successful Cloud Service Provider (CSP) will be responsible for providing comprehensive cloud hosting and email services, including but not limited to:

- Safe, secure, and high-speed connectivity for PM&DC's online portals for PM&DC users and clients.
- Efficient operation and maintenance support enabling 24/7 × 365 availability.

A. Infrastructure as a Service (IaaS)

- Provision and management of virtual machines as per the technical specifications in Section II.
- High-availability cloud infrastructure with built-in redundancy.
- Scalable computing resources with on-demand provisioning.

B. Platform Services

- Managed cloud panel with role-based access control.
- Monitoring and alerting services.
- Backup and disaster recovery solutions.
- Security services including firewall and DDoS protection.

C. Support Services

- 24/7 × 365 technical support.
- Proactive monitoring and maintenance.
- Regular reporting and performance analytics.
- Knowledge transfer / training for PM&DC technical staff.

3. Contract Duration

The initial contract period shall be one year, and may be extended by mutual agreement, subject to satisfactory performance evaluation.

SECTION II: TECHNICAL REQUIREMENTS AND SPECIFICATIONS

Lot 1: Cloud Hosting Requirements

The Cloud Service Provider shall provision the following virtual machines, at minimum, to the specifications below. PM&DC reserves the right to adjust the number and specification of VMs in accordance with the Pay-As-You-Go model described in Section VIII.

Virtual Machine	CPU	RAM	Storage	Operating System	Network	Purpose	Public IPs	Additional Notes
Single Cube Tenant VM	22 vCores	72 GB	1500 GB SSD	Window Server 2025	1 Gbps dedicated	cPanel + DNS services, web hosting, database, and database backup combined	4	cPanel variant (Solo/Admin/ Pro) TBD; Positive Wildcard SSL for min. 10 subdomains; Cloudflare Pro; DNS service included

Note: Must Also Quote License Prices in the Price Section, we may acquire licenses according to our need, currently want 2025 Microsoft window server license

Technical Support and Assistance for DNS Management

The service provider shall be responsible for DNS services management, including configuration, administration, monitoring, security, performance optimization, and support for all DNS zones and records associated with PM&DC's domain and subdomains.

Lot 2: Email Solution Requirements

The proposed enterprise email solution must provide:

1. SMTP, POP3, IMAP, and webmail access.
2. Secure access using SSL/TLS.
3. Support for multiple domains under one platform.
4. Mailbox, alias, group, and distribution list management.
5. Centralized administration with optional web-based administration.
6. User-level and domain-level policies.

7. Webmail with contacts, calendar, tasks, search, signatures, and auto-replies.
8. Outlook, mobile, and standard email client support.
9. SMTP relay for authorized systems, applications, and teams.
10. IP-based and authenticated relay controls.
11. Smart host and domain-level routing support.
12. Ability to control message size, recipient limits, and sending limits.
13. Separate or controlled queues for bulk email and normal business email.
14. Anti-spam and security controls, including SPF, DKIM, greylisting, IP blocking, reverse-DNS checks, and filtering.
15. Anti-virus integration or built-in scanning support.
16. Failed-login protection and automatic blocking of suspicious access.
17. Message tracking, delivery logs, queue monitoring, and system diagnostics.
18. Email archiving, log archiving, disclaimers, and audit support.
19. Scalable licensing that supports growth without a significant impact on cost.
20. **Domain transfer — Transfer of PMDC's existing/currently-used domain to the new solution.**

Clarify: domain registration/ownership transfer, or only MX/DNS repointing to the new mail platform?

21. **Mailbox migration — Complete migration of existing mailboxes (mail, contacts, calendar, etc.) to the new solution with minimal downtime and no data loss.**

Clarify: number of mailboxes, average mailbox size, and source platform (e.g., Exchange, Google Workspace, cPanel mail) to be confirmed for accurate migration quoting.

22. **Storage sizing — Vendor to quote pricing based on 1.5 TB total mailbox storage space.**

Clarify: 1.5 TB to be treated as total pooled storage across all mailboxes, or per-mailbox allocation — to be confirmed before quoting.

Open Clarifications Summary

Item	Clarification Needed
Domain Transfer	Full registration/ownership transfer
Mailbox Migration	Mailbox count, average size, and current source platform
1.5 TB Storage	Pooled total vs. per-mailbox allocation

Preferred Requirements

Preference will be given to solutions that offer:

- User-based or predictable licensing.
- Support for high-volume or large mailboxes and domains.
- Built-in web administration.
- Shared calendars, contacts, public folders, and resources.
- Outlook synchronization.
- Mobile synchronization for email, calendar, and contacts.
- Built-in migration tools.

- Strong SMTP relay and bulk email control.
- Queue prioritization to protect business-critical email flow.
- Low total cost of ownership as users and domains increase.

Note: Bidders may submit bids for either Lot-1, Lot-2, or both lots.

Cloud Platform Requirements

1. Data Centre & Infrastructure Certifications

- The CSP must maintain at least one Tier-III or higher certified data center facility (TIA-942-C Rated-3 or equivalent) for fault tolerance and high availability.
- Redundant power, cooling, and network paths to ensure 99.95% infrastructure uptime.
- A minimum of two (2) hosting facilities must be located within Pakistan to comply with data residency and regulatory requirements.
- The CSP should hold ANSI/TIA-942 / PCI DSS v4.0.1 certification for its cloud platform.
- The CSP must possess ISO 27001, ISO 27017, and ISO 27018 certifications for Information Security Management Systems.

2. Cloud Architecture & Native Services

The cloud platform must provide all services through a unified management console, including:

Compute & Networking

- Virtual machines with flexible vCPU, RAM, and storage profiles.
- Virtual Private Cloud (VPC) with subnets and network isolation.
- Elastic IP management and MPLS P2P connectivity options.
- IPSec VPN support for secure connectivity.

Storage & Data Management

- Native object storage solution with high durability.
- Distributed storage with a minimum of three (3) replicas of all data.
- Automated backup solutions, snapshots, and automatic cross-region replication.
- Recovery Point Objective (RPO) < 5 minutes; Recovery Time Objective (RTO) < 15 minutes.

Security & Protection

- Load balancer and SSL certificate management.
- Firewall with customizable security rules and Web Application Firewall (WAF).
- DDoS-protected bandwidth with platform-level DDoS protection.
- Built-in DDoS protection and Intrusion Detection Systems (IDS).

Platform Services

- Auto-scaling capabilities for dynamic resource allocation.
- Kubernetes support for container orchestration.
- Backup and disaster recovery with multi-zone replication.

Management & Monitoring

- Identity & Access Management (IAM) with Role-Based Access Control (RBAC) and Multi-Factor Authentication (MFA).
- Integrated monitoring and logging, with performance analytics and alerting systems.

Security & Compliance Requirements

1. Data Protection

- Data encryption in transit using TLS 1.2 or higher.

2. Network Security

- Built-in DDoS protection with automatic mitigation.
- Network-level firewall with customizable rules.
- Intrusion Detection and Prevention Systems (IDS/IPS).
- Regular security vulnerability assessments and patching.

3. Access Control & Identity Management

- Multi-factor authentication (MFA) for administrative access.
- Role-based access control (RBAC) with granular permissions.
- Audit logging of all administrative activities.

Service Management Requirements

1. Cloud Management Panel

- Role-based cloud management console with an intuitive interface.
- Real-time monitoring metrics and dashboards.
- Resource provisioning and de-provisioning capabilities.
- Scalability and load-balancing management across all environments.
- Automated alert notifications and escalation procedures.

2. Backup & Disaster Recovery

- Regular automated backups with configurable schedules.
- Multi-zone disaster recovery capabilities.
- Recovery Time Objective (RTO): < 15 minutes.
- Recovery Point Objective (RPO): < 5 minutes.

3. Additional Services

- Separate cPanel instances for subdomain management.
- Existing server migration support.
- SSL certificate management: Positive Wildcard SSL or equivalent for a minimum of 10 subdomains.

Performance & Availability Requirements

- Minimum 1 Gbps dedicated bandwidth per virtual machine.
- Unlimited data transfer with DDoS protection.
- Network latency < 30ms within Pakistan.
- 99.95% network availability guarantee.

SECTION III: ELIGIBILITY CRITERIA AND VENDOR QUALIFICATIONS

1. Mandatory Eligibility Criteria

Bids that fail to satisfy any of the mandatory criteria below will be declared non-responsive and shall not proceed to technical evaluation.

#	Mandatory Requirement	Category
1	Must be a legally registered company in Pakistan, with valid business registration.	Legal & Regulatory
2	Active Taxpayer Certificate and compliance with FBR requirements.	Legal & Regulatory
3	GST / Sales Tax registration with the relevant Revenue Authority.	Legal & Regulatory
4	Valid PEC (Pakistan Engineering Council) registration.	Legal & Regulatory
5	Not blacklisted by any Government, Semi-Government, or Autonomous organization in Pakistan.	Legal & Regulatory
6	Successful implementation of at least one cloud hosting project for an Educational, Government, or Enterprise client in Pakistan.	Technical Qualification
7	Possession of required industry certifications (ISO 27001, ISO 27017, ISO 27018, ANSI/TIA-942-C, PCI DSS).	Technical Qualification
8	Data Centre facilities located within Pakistan.	Technical Qualification
9	Earnest Money Deposit CDR/Bank Draft/Pay Order	Mandatory

2. Technical Evaluation Criteria — Lot 1 (Cloud Hosting)

Bidders will be evaluated against the following technical criteria, with a minimum qualifying score of 70 out of 100 points.

#	Criteria	Max. Points	Evaluation Details
1	Company Experience & Establishment	10	Tier-III certified data center = 5 pts (less than Tier-III = 2 pts); Minimum 10 years of company establishment = 5 pts (less than 10 years = 2 pts).
2	Project Portfolio	15	CSP must demonstrate a minimum of 5 Cloud Services (IaaS) projects — Government-deployed project names are mandatory; 3 marks per project.
3	Certifications & Compliance	15	ISO 27001 (2 pts) · ISO 27017 (2 pts) · ISO 27018 (2 pts) · ANSI/TIA-942-C (2 pts) · PCI DSS v4.0.1 (2 pts) · PEC Registration (5 pts).
4	Technical Expertise	15	Certified Network Engineer / CCNP (3 pts); min. 2 certified security professionals — CISSP or equivalent (3 pts); min. 2 Certified Cloud Security Professionals — CCSP (3 pts); min. 2 certified Linux/Windows system administrators (3 pts); 24/7×365 support capability with dedicated helpline (3 pts).

#	Criteria	Max. Points	Evaluation Details
5	Infrastructure & Data Centers	20	At least 1 geographic site within Pakistan (5 pts); at least one Tier-1 connectivity provider (5 pts); additional Tier-1 connectivity for backup (5 pts); additional Tier-1 connectivity for treasury backup (5 pts).
6	References	5	5 customer references, 1 point each.
7	Cloud Architecture & Native Services	20	High Availability & DR Strategy (2 pts); Scalability/Elasticity/Auto-scaling (3 pts); Cloud Security Architecture & Data Protection (2 pts); Monitoring/Reporting Tools (2 pts); Cloud-Native Firewall (3 pts); Cloud-Native WAF (3 pts); Cloud-Native IPSEC (3 pts); Cloud-Native SSL VPN (2 pts).
Total (Minimum Qualifying Score: 70 points)		**100**	

3. Evaluation Criteria — Lot 2 (Email Solution)

Evaluation Area	Weight
Core Email Features	20
Security and Anti-Spam Controls	15
Administration, Logs, and Monitoring	15
SMTP Relay and Bulk Email Control	15
Multi-Domain Scalability	10
Webmail, Outlook, and Mobile Support	10
Licensing and Total Cost of Ownership	15
Total	**100**

Commercial Preference: higher scores will be awarded to solutions offering predictable licensing, support for multiple domains and large mailbox counts, lower long-term operating cost, and no mandatory per-user licensing for core email functionality.

4. Overall Project Evaluation Weightage

Component	Weightage
Technical Score	70%
Financial Score	30%
Total Combined Score	**100%**

Note: The Technical Score is converted to a 70% weightage and the Financial Score to a 30% weightage in the combined evaluation, as detailed in Section VI.

SECTION IV: SERVICE LEVEL AGREEMENTS (SLAs)

1. Availability SLAs

Infrastructure Availability

Service	Uptime Guarantee
Compute Services	99.95% per month
Storage Services	99.95% per month
Network Services	99.95% per month
Overall System Availability	**99.95% composite availability**

2. Support SLAs

The service provider shall furnish 24/7 bilingual technical support (English & Urdu) through multiple channels: dedicated helpline (phone), email support with ticketing, and a web portal with live-chat capability.

Response & Resolution Time SLAs

Priority	Issue Type	Response Time	Resolution Time
Critical (P1)	Complete service outage	15 minutes	4 hours
High (P2)	Significant service degradation	1 hour	8 hours
Medium (P3)	Minor issues, feature requests	4 hours	24 hours
Low (P4)	General inquiries, documentation	8 hours	72 hours

3. Disaster Recovery SLAs

Recovery Objectives

- Recovery Time Objective (RTO): < 15 minutes for Tier-1 services.
- Recovery Point Objective (RPO): < 5 minutes for critical data.

Data Protection Guarantees

- Data durability: 99.95% annual durability.
- Backup retention: minimum 90 days for automated backups.
- Geographic replication: cross-data-centre replication within Pakistan (e.g., Islamabad to Lahore).

4. SLA Monitoring, Reporting, Credits & Penalties

- Real-time performance monitoring.
- Quarterly business reviews with service improvement recommendations.
- Annual service assessment with optimization strategies.

SLA Credits for Availability Breach

Service Level Breach	SLA Credit
99.9% – 99.95% availability	10% monthly service credit
95% – 99.9% availability	25% monthly service credit
Below 95% availability	50% monthly service credit

SECTION V: SUBMISSION REQUIREMENTS AND PROCEDURES

1. Bidding Procedure

This procurement follows the Single Stage, Two Envelope Procedure as per PPRA Rules:

Envelope Structure

- Outer Envelope: marked with the RFP reference number and bidder details.
- Inner Envelope 1: Technical Proposal (marked "TECHNICAL PROPOSAL").
- Inner Envelope 2: Financial Proposal (marked "FINANCIAL PROPOSAL").
- EPADS submission is required in addition to the physical bid submission.

2. Technical Proposal Requirements

The Technical Proposal must include the following annexures:

Annexure	Content
Annexure-A	Mandatory Eligibility Documents — company registration certificates, tax registration documents (NTN, GST), Active Taxpayer Certificate, PEC registration, financial statements (last 3 years), non-blacklisting affidavit.
Annexure-B	Technical Compliance Sheet — point-by-point compliance with technical specifications, and a detailed technical architecture and implementation plan.
Annexure-C	Company Profile and Experience — background, organizational structure, project portfolio with references, technical team qualifications and certifications.
Annexure-D	Certifications and Accreditations — ISO 27001, ISO 27017, ISO 27018, data centre certifications (TIA-942 or equivalent), PCI DSS v4.0.1.
Annexure-E	Service Level Agreement Compliance — SLA commitment matrix, monitoring and reporting procedures, escalation and support framework.

3. Financial Proposal Requirements

The Financial Proposal must include the following annexures:

Annexure	Content
Annexure-F	Pricing Schedule — setup and implementation costs, monthly recurring charges per VM, additional services pricing, annual maintenance and support costs.
Annexure-G	Commercial Terms — payment terms and schedule, currency and tax implications, contract terms and conditions.

4. Tender Fee and Earnest Money

Item	Amount	Form	Notes
Earnest Money Deposit	Rs. 500,000/-	CDR / Bank Draft / Pay Order in favour of "PM&DC, Islamabad"	Valid for 90 days from tender opening date; returned to unsuccessful bidders after contract award.

5. Submission Details

- All documents must be in the English language.
- Original signatures and company stamps are required on all documents.
- Technical literature and brochures should be provided where applicable.
- Soft copies on USB must be provided along with hard copies.
- Submission address: [PM&DC Head Office address, Islamabad — to be inserted].

SECTION VI: EVALUATION PROCESS AND AWARD CRITERIA

1. Technical Evaluation Process

Preliminary Examination

- Verification of mandatory eligibility documents.
- Completeness check of the technical proposal.
- Compliance with submission requirements.

Detailed Technical Evaluation

- Technical specifications compliance assessment.
- Evaluation against the technical criteria defined in Section III.
- Reference verification and due diligence.
- Minimum qualifying score: 70 out of 100 points.

Proof of Concept (Optional)

PM&DC reserves the right to request a Proof of Concept (PoC) demonstration from technically qualified bidders to validate cloud platform capabilities, management interface functionality, performance benchmarks, and implementation of security features.

2. Financial Evaluation

Only the financial bids of technically qualified bidders (minimum 70/100 in the technical evaluation) will be opened. The financial bid with the lowest price shall receive 100 marks; other proposals will receive scores inversely proportional to the lowest bid cost, using the formula:

$$\textit{Financial Score} = (\textit{Lowest Bid Price} \div \textit{Individual Bid Price}) \times 100$$

A total score for each bid is obtained by combining the Technical Score Weightage (70%) and the Financial Score Weightage (30%):

$$\textit{Total Score} = (\textit{Technical Score} \times 70\%) + (\textit{Financial Score} \times 30\%)$$

- All costs must be quoted in Pakistani Rupees (PKR), inclusive of applicable taxes.
- Only technically qualified bidders' financial bids will be opened.

Price Evaluation Criteria

- Setup and Implementation Costs — one-time charges.
- Monthly Recurring Charges — regular hosting and management fees.
- Additional Services — optional services and add-ons.
- Total Cost of Ownership — one-year total cost calculation.

3. Award Criteria

The contract will be awarded to the bidder who:

- Meets all technical qualification requirements (minimum 70 points).
- Achieves the highest combined financial score (per the formula above).
- Successfully demonstrates a Proof of Concept, if required.
- Provides satisfactory references.

Contract Award Process

1. Issue of Letter of Acceptance to the successful bidder.
2. Contract signing and legal documentation.
3. Project kick-off and implementation planning.

SECTION VII: COMMERCIAL TERMS AND CONDITIONS

1. Pricing and Payment Terms

Currency and Pricing

- All prices must be quoted in Pakistani Rupees (PKR).
- Prices must be inclusive of all applicable taxes (GST, Income Tax, etc.).
- Fixed pricing for the initial 1- and 3-year contract periods.
- Both flexible Pay-As-You-Go and fixed pricing structures may be offered by the CSP.
- No price escalation is allowed during the contract period.

Payment Structure

- Setup Costs: payable upon successful implementation and acceptance.
- Monthly Charges: payable annually in advance.
- Annual Maintenance: payable annually in advance.
- Additional Services: payable as per agreed terms.

Payment Terms

- Payment Schedule: Net 30 days from invoice date.
- Invoice Requirements: detailed invoices with a service breakdown.
- Payment Method: bank transfer or cheque, as per procedures.
- Advance Payments: monthly hosting charges to be paid in advance.

2. Contract Duration and Renewal

- Primary Term: one and three years from service commencement.
- Renewal Option: one (1) additional year, by mutual agreement.
- Service Commencement: within 10 days of PO/LOI issuance.
- Renewal is subject to performance evaluation; price renegotiation is allowed for the renewal period.
- A minimum of 90 days' notice is required for non-renewal.

3. Trial and Proof of Concept

- Trial Period: 30-day free trial/PoC before contract commitment.
- PoC Scope: limited implementation to demonstrate capabilities.
- Evaluation Criteria: performance, functionality, features, and user experience.
- Migration Support: seamless transition from PoC to production.

4. Support and Maintenance Terms

Included Support Services

- 24/7 monitoring and alerting.
- Regular security updates and patches.
- Backup management and monitoring.
- Performance optimization.
- Technical support as per the SLA.

Additional Support Services (Chargeable)

- Emergency Support: expedited response with premium charges.
- Consulting Services: technical consulting and optimization with premium charges.
- Training Services: staff training on cloud platform usage.

SECTION VIII: SPECIAL CONDITIONS AND REQUIREMENTS

1. Data Residency and Compliance

Data Sovereignty

- All data must remain within Pakistan.
- Compliance with Pakistani data protection laws and regulations.
- Government access rights as per Pakistani legislation.

Regulatory Compliance

- Compliance with Pakistan Telecommunication Authority regulations.
- Audit rights for PM&DC and government authorities.

2. Security and Access Requirements

Security Clearance

- Background verification of all technical staff with access to PM&DC systems.
- Security clearance certificates for personnel handling sensitive data.
- Confidentiality agreements for all service provider staff.
- Periodic security training for technical teams.

Access Control and Monitoring

- Privileged access management with detailed audit trails.
- Two-person authorization for critical system changes.
- Regular access reviews and certification processes.
- Immediate access revocation procedures for terminated staff.

3. Migration and Transition

Initial Migration Support

- Existing server migration support for VMs.
- Data migration services.
- Application migration and configuration support.

Service Transition Planning

- Detailed migration plan with timelines and milestones.
- Risk assessment and mitigation strategies.
- Rollback procedures in case of migration issues.
- Parallel-running option during the transition period.

4. Performance and Quality Assurance

Performance Monitoring

- Continuous performance monitoring with real-time dashboards.
- Monthly performance reports with trend analysis.
- Capacity planning and proactive scaling recommendations.

Quality Assurance Program

- Regular service quality assessments.
- Customer satisfaction surveys.
- Service improvement initiatives and best-practice implementation.

5. Selection and Deployment of Virtual Machines

PM&DC reserves the right to determine and deploy the quantity of virtual machines (VMs), along with their baseline and revised specifications, in accordance with the Pay-As-You-Go model.

SECTION IX: CONTRACT CONDITIONS AND LEGAL TERMS

1. Penalties and Liquidated Damages

Service Level Penalties

- SLA breach penalties as per Section IV (SLA Credits).
- Security incident penalties: up to 5% of the monthly contract value.
- Data breach penalties: as per applicable laws and regulations, under the responsibility matrix agreed between the parties.

Termination Conditions

- Immediate termination for material breach or security violations.
- 30-day notice for termination for convenience by either party.
- Performance-based termination for persistent SLA failures.
- Data return obligations upon contract termination.

2. Intellectual Property and Confidentiality

Data Ownership

- PM&DC retains full ownership of all data and content.
- No data mining or analysis by the service provider without consent.
- Immediate data deletion upon contract termination, if requested.

Confidentiality Obligations

- Comprehensive Non-Disclosure Agreement for all personnel.
- Information security policies aligned with standard ISO requirements.
- Breach notification procedures within 24 hours.

3. Dispute Resolution and Governing Law

Dispute Resolution Mechanism

1. Direct negotiation between designated representatives.
2. Mediation through a mutually agreed mediator.
3. Arbitration under the Arbitration Act of Pakistan.
4. Court jurisdiction in Islamabad, Pakistan.

Governing Law

- Pakistani law governs all contractual obligations.
- PPRA Rules, 2004 are applicable for procurement procedures.
- Compliance with applicable Information Technology Act requirements.

SECTION X: ANNEXURES AND FORMS

The following annexures form an integral part of this RFP. Bidders must complete and submit all applicable annexures with their Technical and Financial Proposals.

Annexure-A: Mandatory Eligibility Criteria Checklist

To be completed and submitted by the bidder as part of the Technical Proposal.

#	Mandatory Eligibility Criteria	Documents Required	Submitted (Yes/No)
1	Company Registration and Legal Status	Certificate of Company/Firm Registration under Provincial / Federal laws of Pakistan	
2	Tax Registration and Compliance	NTN Certificate, GST Registration, Active Taxpayer Certificate, PEC Registration	
3	Technical Experience	Project certificates, client references, portfolio	
4	Industry Certifications	ISO 27001, ISO 27017, ISO 27018, PCI DSS v4.0.1	
5	Data Centre Certifications	TIA-942-C or equivalent certification	
6	Non-Blacklisting Declaration	Notarized affidavit on stamp paper	

Annexure-B: Technical Compliance Sheet

Bidders must complete this compliance sheet in full, indicating compliance against each mandatory requirement. Any deviation must be clearly stated in the Remarks column; undeclared deviations discovered later may result in disqualification.

B1. Cloud Hosting Infrastructure (Lot 1)

#	Requirement	PM&DC Specification (Mandatory)	Compliant (Yes/No)	Remarks / Deviation
1	VM01 – Web Hosting Server	8 vCores, 32 GB RAM, 500 GB SSD, 1 Gbps dedicated bandwidth		
2	VM02 – Database Server	8 vCores, 32 GB RAM, 500 GB SSD, 1 Gbps dedicated bandwidth		
3	VM03 – Database Backup	4 vCores, 8 GB RAM, 500 GB storage, 1 Gbps dedicated bandwidth		
4	SSL Certificate	Positive Wildcard SSL or equivalent, minimum 10 subdomains		
5	cPanel / Control Panel	cPanel variant (Solo/Admin/Pro) with separate instances for subdomain management		
6	DNS Management	Full DNS zone/record configuration, administration, monitoring, and security		
7	Network Bandwidth	Minimum 1 Gbps dedicated bandwidth per VM; unlimited data transfer		
8	Network Latency	< 30ms within Pakistan		
9	Network Availability	99.95% guaranteed availability		

B2. Data Centre & Certifications

#	Requirement	PM&DC Specification (Mandatory)	Compliant (Yes/No)	Remarks / Deviation
1	Data Centre Tier Rating	Tier-III or higher (TIA-942-C Rated-3 or equivalent)		
2	Data Centre Location	Minimum two (2) hosting facilities within Pakistan		
3	Infrastructure Uptime	99.95% guaranteed, with redundant power, cooling, and network paths		
4	ISO 27001 Certification	Valid certificate for Information Security Management		

#	Requirement	PM&DC Specification (Mandatory)	Compliant (Yes/No)	Remarks / Deviation
5	ISO 27017 Certification	Valid certificate for Cloud Services Security		
6	ISO 27018 Certification	Valid certificate for Cloud Privacy Protection		
7	ANSI/TIA-942 / PCI DSS v4.0.1	Valid certification for the cloud platform		
8	Data Residency	All data must remain within Pakistan		

B3. Cloud Architecture, Security & Platform Services

#	Requirement	PM&DC Specification (Mandatory)	Compliant (Yes/No)	Remarks / Deviation
1	Data Replication	Minimum three (3) replicas of all data; automatic cross-region replication		
2	Recovery Point Objective (RPO)	< 5 minutes		
3	Recovery Time Objective (RTO)	< 15 minutes		
4	Encryption in Transit	TLS 1.2 or higher		
5	DDoS Protection	Platform-level, built-in, with automatic mitigation		
6	Firewall / WAF	Network firewall with customizable rules and Web Application Firewall		
7	IDS / IPS	Intrusion Detection and Prevention Systems		
8	IAM & MFA	Role-Based Access Control (RBAC) and Multi-Factor Authentication for administrative access		
9	Auto-Scaling	Dynamic resource allocation capability		
10	Kubernetes Support	Container orchestration support		
11	Backup Retention	Minimum 90 days for automated backups		
12	Audit Logging	Logging of all administrative activities, with regular access reviews		

B4. Enterprise Email Solution (Lot 2) — Mandatory Feature Compliance

#	Requirement	PM&DC Specification (Mandatory)	Compliant (Yes/No)	Remarks / Deviation
1	Protocols	SMTP, POP3, IMAP, and webmail access		
2	Secure Access	SSL/TLS-secured access		
3	Multi-Domain Support	Support for multiple domains under one platform		
4	Mailbox/Alias Management	Mailbox, alias, group, and distribution list management		
5	Administration	Centralized administration with optional web-based administration		
6	Policy Controls	User-level and domain-level policies		
7	Webmail Features	Contacts, calendar, tasks, search, signatures, and auto-replies		
8	Client Support	Outlook, mobile, and standard email client support		
9	SMTP Relay	Relay for authorized systems, applications, and teams		
10	Relay Controls	IP-based and authenticated relay controls		
11	Routing	Smart host and domain-level routing support		
12	Message Controls	Control of message size, recipient limits, and sending limits		
13	Queue Management	Separate/controlled queues for bulk and normal business email		
14	Anti-Spam / Security	SPF, DKIM, greylisting, IP blocking, reverse-DNS checks, filtering		
15	Anti-Virus	Integration or built-in scanning support		
16	Login Protection	Failed-login protection and automatic blocking of suspicious access		
17	Monitoring	Message tracking, delivery logs, queue monitoring, and diagnostics		
18	Archiving & Audit	Email archiving, log archiving, disclaimers, and audit support		
19	Licensing	Scalable licensing that supports growth without significant cost impact		

Annexure-C: Company Profile Template

Section C1: Company Background

- Company name and registration details.
- Year of establishment and business history.
- Organizational structure and key personnel.
- Office locations and contact information.

Section C2: Technical Expertise

- Cloud hosting experience and expertise.
- Technical team qualifications and certifications.
- Infrastructure and data centre details.
- Technology partnerships and alliances.

Section C3: Project Portfolio

- List of similar projects completed.
- Client references.

Annexure-D: Certification Requirements

D1: Required Industry Certifications

- ISO 27001 (Information Security Management).
- ISO 27017 (Cloud Services Security).
- ISO 27018 (Cloud Privacy Protection).
- PCI DSS v4.0.1 / TIA-942 certification or equivalent.

D2: Technical Staff Certifications

- Certified Network Engineer (CCNP).
- Minimum 2 certified security professionals (CISSP or equivalent).
- Minimum 2 Certified Cloud Security Professionals (CCSP).
- Minimum 2 certified system administrators for Linux/Windows environments.

Annexure-E: Service Level Agreement Commitment Form

E1: Availability Commitments

Item	Minimum Requirement
VM01 Hosting	8 vCores, 32 GB RAM, 500 GB SSD
VM02 Hosting	8 vCores, 32 GB RAM, 500 GB SSD
VM03 Hosting	4 vCores, 8 GB RAM, 500 GB SSD
Management Services	24×7 proactive monitoring, administration, and performance management
Backup Services	Automated cloud backup with minimum 500 GB backup storage
Security Services	Enterprise firewall, DDoS protection, antivirus (where applicable)
Support Services	24×7×365 technical support with SLA-based response times

Annexure-F: Pricing Schedule

Cloud Pricing (LOT:1)

S. No.	Description	Scope of Work	Qty.	Unit Price (PKR)	Total Price (PKR)	
1	Infrastructure Setup	Initial cloud infrastructure deployment, configuration, and commissioning (if required)	1			
2	License Pricing	Microsoft	1			
3	Other License Prices	According to PM&DC Needs	1			
	Grand Total (Setup & Implementation Cost)					**PKR**

Note: Bidders must additionally furnish monthly recurring charges for each VM, annual maintenance costs, and pricing for any optional/additional services as separate line items.

Email Services Pricing (LOT:2)

S. No.	Description	Scope of Work	Qty.	Unit Price (PKR)	Total Price (PKR)	
1	Infrastructure Setup	Complete scope of work Vendor to quote pricing based on 1.5 TB total mailbox storage space, Domain transfer fee, Migration of Mailboxes	1			
	Grand Total (Setup & Implementation Cost)					**PKR**

Annexure-G: Commercial Terms Acceptance Form

G1: Payment Terms Acceptance

- [ ] I/We accept the payment terms as specified (Net 30 days).
- [ ] I/We accept the advance payment requirement for monthly charges.
- [ ] I/We accept PKR currency and inclusive-tax pricing requirement.

G2: Contract Terms Acceptance

- [ ] I/We accept the 1-year initial contract duration.
- [ ] I/We accept the renewal option terms.
- [ ] I/We accept the service commencement requirement (within 10 days of PO/LOI).

G3: SLA and Penalty Acceptance

- [ ] I/We commit to all SLA requirements as specified.
- [ ] I/We accept the penalty structure for SLA breaches.

Annexure-H: Declaration and Undertaking

H1: Bidder's Declaration

We, [Company Name], hereby certify that:

1. All information provided in this proposal is true and accurate.
2. We have read and understood all RFP requirements.
3. We commit to comply with all technical and commercial requirements.
4. We accept all terms and conditions specified in this RFP.
5. We have the technical and financial capability to execute this project.
6. We have not been blacklisted by any organization.
7. We will maintain the confidentiality of all information shared.

H2: Authorized Signatory

Field	Details
Name	
Designation	
Company Name	
Date	
Company Seal	
Signature	

MANDATORY COMPLIANCE CLAUSES — CONSOLIDATED SUMMARY

The table below consolidates the RFP's key mandatory and compliance clauses in a single reference. It does not replace the detailed requirements in the preceding sections and annexures, which govern in case of any inconsistency.

#	Clause	Mandatory Requirement	Reference
1	Legal Registration	Legally registered in Pakistan; on FBR Active Taxpayers List	Section III / Annexure A
2	PEC Registration	Valid Pakistan Engineering Council registration	Section III / Annexure A
3	Blacklisting	Not blacklisted by any Government/Semi-Government/Autonomous body	Section III / Annexure H
4	Data Centre Tier	Tier-III or higher certified (TIA-942-C Rated-3 or equivalent)	Section II / Annexure B
5	Data Centre Location	Minimum 2 hosting facilities within Pakistan	Section II / Annexure B
6	ISO Certifications	ISO 27001, ISO 27017, ISO 27018 (valid, current)	Section III / Annexure D
7	PCI DSS	PCI DSS v4.0.1 certification for the cloud platform	Section III / Annexure D
8	Data Residency	All PM&DC data must remain within Pakistan at all times	Section VIII
9	Encryption in Transit	TLS 1.2 or higher for all data in transit	Section II
10	Availability	99.95% guaranteed infrastructure/network availability	Section IV
11	RTO / RPO	RTO < 15 minutes; RPO < 5 minutes	Section II / IV
12	Support	24/7×365 bilingual (English/Urdu) technical support	Section IV
13	Minimum Technical Score	70 out of 100 points to qualify for financial evaluation	Section III / VI
14	Currency	All pricing in Pakistani Rupees (PKR), inclusive of taxes	Section VII
15	Price Escalation	No price escalation permitted during the contract term	Section VII
16	Tender Fee	Rs. 5,000/- non-refundable, submitted with Technical Proposal	Tender Notice / Section V
17	Earnest Money	Rs. 500,000/- refundable, valid 90 days from bid opening	Tender Notice / Section V
18	Bid Validity	90 days from the date of bid opening	RFP Schedule

#	Clause	Mandatory Requirement	Reference
19	Data Ownership	PM&DC retains full ownership of all data and content at all times	Section IX
20	Confidentiality	NDA required for all service-provider personnel; breach notice within 24 hours	Section IX
21	Governing Law / Jurisdiction	Pakistani law; PPRA Rules 2004; courts of Islamabad	Section IX
22	Amendment of Terms	Any bidder-proposed addition/deletion/modification of PM&DC's terms may lead to rejection of the bid	General Terms & Conditions
23	Advance Payment	Part/advance payments not allowed except as explicitly permitted under the payment structure	Section VII / General Terms
24	Security Money	10% of total contract value retained until successful completion of the warranty period	General Terms & Conditions

GENERAL TERMS AND CONDITIONS

The following general conditions apply in addition to the terms specified throughout this RFP:

1. Any addition, deletion, or modification proposed by a bidder to PM&DC's procurement terms and conditions will not be accepted and may lead to rejection of the bid.
2. Original Manufacturers, Authorized Distributors (with a valid Authorization/Distribution Certificate), or Suppliers registered with the Income Tax and Sales Tax Departments and appearing on the FBR Active Taxpayers List (ATL) are eligible to participate.
3. Part or advance payments are not allowed, except where explicitly provided under the Payment Structure in Section VII.
4. The service commencement/delivery timeline from the date of the Purchase/Work Order shall be a maximum of 15 days, or as otherwise agreed; timely handover is of critical importance.
5. After the opening of bids, PM&DC will examine each bid for completeness in accordance with the tender documents.
6. PM&DC will follow the PPRA rule of Single Stage – Two Envelope procedure.
7. Payment will be made following successful delivery/installation of the services, and inspection and acceptance by the Inspection Committee.
8. A Security Money of 10% of the total contract value shall be retained until successful completion of the warranty period (minimum 1–3 years, including free maintenance and support) of the services.
9. The Earnest Money of the successful bidder will be released after deduction of the Security Money from the relevant invoice by the Finance Department, PM&DC.
10. Bids must be submitted Bid on or before the notified closing date and time (10:30 A.M.) on EPADS; Technical Proposals will be opened the same day at 11:00 A.M. in the presence of available bidders.

Important Notes and Disclaimers

- Right to Reject: PM&DC reserves the right to reject any or all proposals without assigning any reason.
- Amendments: any amendments to this RFP will be communicated through official channels.
- Clarifications: all clarifications must be requested in writing before the specified deadline.
- Selection of VMs: PM&DC reserves the right to determine and deploy the quantity of virtual machines, along with their baseline and revised specifications, in accordance with the Pay-As-You-Go model.
- Compliance: proposals not complying with RFP requirements may be rejected.
- Evaluation: PM&DC's decision on technical and financial evaluation shall be final.

— End of Document —